

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

| | | | |
|-------------|-------------------------------------------------------------------------------------------------------|------------------|----------------|
| Applicants: | Anil Kumar Annadata; Wai H. Pak; Mingte Chen; Henry D. Jay | | |
| Assignee: | Siebel Systems, Inc. | | |
| Title: | System And Method For Maintaining Real-Time Agent Information For Multi-Channel Communication Queuing | | |
| Serial No.: | 09/823,770 | Filed: | March 31, 2001 |
| Examiner: | Quynh H. Nguyen | Group Art Unit: | 2614 |
| Docket No.: | SBL0002US | Confirmation No. | 6431 |

Austin, Texas
July 2, 2007

MAIL STOP RCE
COMMISSIONER FOR PATENTS
P. O. BOX 1450
ALEXANDRIA, VA 22313-1450

**AMENDMENT AND REMARKS ACCOMPANYING
REQUEST FOR CONTINUED EXAMINATION**

Dear Sir:

This paper and the accompanying Request for Continued Examination (RCE) are being submitted in response to the Final Office Action dated March 2, 2007, having a shortened statutory period set to expire on June 2, 2007. Accompanying this response is a one-month Petition Under 37 C.F.R. § 1.136 for Extension of Time setting a new time for response of July 2, 2007. Further examination and reconsideration are respectfully requested in view of the following amendments and remarks.

No Amendments to the Specification are presented in this paper.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

No Amendments to the Drawings are presented in this paper.

Remarks begin on page 9 of this paper.